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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/702,524	10/31/2000	Robert A. Yennaco	5160-04	7219

7590                  01/20/2004

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[REDACTED] EXAMINER

THAI, CUONG T

ART UNIT	PAPER NUMBER
2173	6

DATE MAILED: 01/20/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/702,524	YENNACO, ROBERT A.	
	<b>Examiner</b>	<b>Art Unit</b>	
	CUONG T THAI	2173	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on Oct/17/2003 Amendment A.
- 2a) This action is FINAL.                    2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-20 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. §§ 119 and 120

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
 a) All    b) Some \* c) None of:  
 1. Certified copies of the priority documents have been received.  
 2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).  
 \* See the attached detailed Office action for a list of the certified copies not received.
- 13) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application) since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.  
 a) The translation of the foreign language provisional application has been received.
- 14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

#### Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s). _____
2) <input checked="" type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____	6) <input type="checkbox"/> Other: _____

Art unit: 2173

## FINAL ACTION

1. This action is responsive to Amendment A filed on Oct/17/2003.
2. Claims 1-20 are presented for examination.
3. The formal drawings filed on Oct/17/2003 have been approved by draftsman (see attached form PTO-948).

### *Claim Rejections - 35 USC § 103*

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

5. Claims 1-10, and 13-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Cook et al. (USPN: 5,727,950) hereinafter Cook in view of Wiley (USPN: 6,003,063).

As per claim 1, Cook discloses a method of managing context-sensitive help data for a computer system as the technique of meta-response is advantageously context sensitive (see col. 28, lines 51-52) of computer-assisted instruction of student (see col. 1, lines 54-55), comprising the step of:

Displaying a plurality of program components to a user for interaction is taught by Cook as the technique of functional components (see col. 10, line 41) of the student interacts with a client system using any appropriate interactive input/output mode 210 (see col. 16, lines 31-32) when the server system are preferably configured as shown in Fig. 2B and are loaded with software 232 providing the following function (see col. 18, lines 10-12);

Retrieving from a first memory area having a first access time first help data corresponding to a first of the component, the first component not being interacted with by the user, and storing the first help data in a second memory area having a second access time less than the first access time are taught by Cook as the technique of large files can be downloaded in advance of a student session or the student client can cache read-only data across session obviating the need for downloading such files. Such caching requires the operating system components to maintain some form of version control of the read-only data. In any case, the student data object, which contain all permanent and read-write data, is stored between sessions on a server (see col. 16, lines 20-27), about subject such as Math, Reading, etc. (see Fig. 10A), and in more detail, student client system 201 includes memory 208, which is RAM type real memory or a virtual memory based on RAM type memory and a backing store (see col. 16, lines 3-6);

Subsequent to the step of storing, determining that the user has interacted with the first component, is taught by Cook as the technique of the student interacts with a client system using any appropriate interactive input/output mode 210. For input, standard devices include pointing device, such as mouse or track ball (see col. 16, lines 31-34);

Responsive to the determination, retrieving the first help data from the second memory and displayed the first help data to the user is taught by Cook as the technique of the invention is adaptable to special input devices appropriate to particular groups, such as the handicapped, and to devices yet to be constructed. Virtual reality (VR) interface devices such as VR gloves and VR display helmets can have immediate applications for special needs students (see col. 16, lines 37-42).

Cook, however, does not disclose the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user.

Wiley discloses the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user as the technique of the Help Program (see abstract) includes a processor executes in sequence an operating system, a first application program, a constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), destination program is identified by user choice. In example (b), (c), and (d) the destination program is identified by program developer's choice (see col. 4, lines 45-55).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to include Wiley's teaching of destination program is identified by user choice into that of Cook's invention. By doing so, the system would be enhanced by allowing user identify program, which likely to be referenced by the user, prior to make selection switch. Thus, the system would provide an intuitive tool to its end user.

As per claim 2, the limitation of wherein the step of retrieving from the first memory area is performed in a background is taught by Cook as the technique of large files can be downloaded in advance of a student session or the student client can cache read-only data across session obviating the need for downloading such files. Such caching requires the operating system components to maintain some form of version control of the read-only data (see col. 16, lines 20-24).

This claim is therefore rejected for the reason as set forth above.

As per claim 3, the limitation of wherein the second memory area is a cache memory is taught by Cook as the technique of client system can have one or more disc drives 209 which can be used as a pre-fetch buffer or a read-only cache (see col. 16, lines 14-15) and large files can be downloaded in advance of a student session or the student client can cache read-only data across session obviating the need for downloading such files (see col. 16, lines 20-22).

This claim is therefore rejected for the reason as set forth above.

As per claim 4, the limitation of wherein the first memory area is accessed over a network is taught by Cook as the technique of large files can be downloaded in advance of a student session or the student client can cache read-only data across session obviating the need for downloading such files. Such caching requires the operating system components to maintain some form of version control of the read-only data. In any case, the student data object, which contains all permanent and read-write data, is stored between sessions on a server (see col. 16, lines 20-27) and these components are inter-connected by a network (see col. 15, line 47).

This claim is therefore rejected for the reason as set forth above.

As per claim 5, the limitation of wherein the cache memory is one of main memory and a second storage is taught by Cook as the technique of large files can be downloaded in advance of a student session or the student client can cache read-only data across session obviating the need for downloading such files (see col. 16, lines 20-22) and in more detail, student client system 201 includes

memory 208, which is RAM type real memory or a virtual memory based on RAM type memory and a backing store (see col. 16, lines 3-6).

This claim is therefore rejected for the reason as set forth above.

As per claim 13, due to the similarity of this claim to that of claim 1, except system instead of method claim, this claim is therefore rejected for the same reasons applied to claim 1.

As per claim 14, due to the similarity of this claim to that of claim 2, except system instead of method claim, this claim is therefore rejected for the same reasons applied to claim 2.

As per claim 15, due to the similarity of this claim to that of claim 3, except system instead of method claim, this claim is therefore rejected for the same reasons applied to claim 3.

As per claim 16, due to the similarity of this claim to that of claim 4, except system instead of method claim, this claim is therefore rejected for the same reasons applied to claim 4.

As per claim 7, Cook discloses a method for managing context-sensitive help data for components accessible on computer system as the technique of meta-response is advantageously context sensitive (see col. 28, lines 51-52) of computer-assisted instruction of student (see col. 1, lines 54-55), and technique of functional components (see col. 10, line 41) comprising the step of:

Creating at least one registry including a help data identifier for each of a plurality of related components is taught by Cook as the technique of student client system 201 includes memory 208,

which is RAM type real memory or a virtual memory based on RAM type memory and a backing store (see col. 16, lines 3-6) and system data includes student identifiers (see col. 48, line 44);

Determining that an interaction has taken place regarding one of said components and said corresponding help data identifiers is taught by Cook as the technique of as the technique of functional components (see col. 10, line 41) of the student interacts with a client system using any appropriate interactive input/output mode 210 (see col. 16, lines 31-32) when the server system are preferably configured as shown in Fig. 2B and are loaded with software 232 providing the following function (see col. 18, lines 10-12);

Retrieving help data for said one of said help data identifiers from a first memory area having a first access time is taught by Cook as the technique of large files can be downloaded in advance of a student session or the student client can cache read-only data across session obviating the need for downloading such files. Such caching requires the operating system components to maintain some form of version control of the read-only data. In any case, the student data object, which contains all permanent and read-write data, is stored between sessions on a server (see col. 16, lines 20-27);

Rendering said help for said one of help data identifiers is taught by Cook as the technique of the student interacts with a client system using any appropriate interactive input/output mode 210. For input, standard devices include pointing device, such as mouse or track ball (see col. 16, lines 31-34), and wherein system data includes student identifiers (see col. 48, line 44) for student data divided into global data, materials related data, including tool related data, current lesson data, and log data (see col. 48, lines 38-40);

Retrieving additional help data for the remaining identifiers in one registry from first memory area is taught by Cook as the technique of the agent integrates data from several sources (see col. 5, lines 32-33) for additional data types and sources (see col. 5, line 44);

Storing retrieving help data in a second memory area having a second access time less than first access time in order to quickly render additional help data is taught by Cook as the technique of student client system 201 includes memory 208, which is RAM type real memory or a virtual memory based on RAM type memory and a backing store (see col. 16, lines 3-6) for recently used software and instructional materials in order to shorten response time (see col. 19, lines 39-40) of storage devices such as hard drives can be preferably for pre-fetching or caching of read-only software components in order to reduce start up time (see col. 20, lines 64-67);

Cook, however, does not disclose the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user.

Wiley discloses the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user as the technique of the Help Program (see abstract) includes a processor executes in sequence an operating system, a first application program, a constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), destination program is

identified by user choice. In example (b), (c), and (d) the destination program is identified by program developer's choice (see col. 4, lines 45-55).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to include Wiley's teaching of destination program is identified by user choice into that of Cook's invention. By doing so, the system would be enhanced by allowing user identify program, which likely to be referenced by the user, prior to make selection switch. Thus, the system would provide an intuitive tool to its end user.

As per claim 6, due to the similarity of this claim to partial of claim 7, this claim is therefore rejected for the reasons as set forth above.

As per claims 8, 9, and 10; due to the similarity of each of these claims to that of claims 2, 3, 4; respectively; these claims are therefore rejected for the same reasons applied to claims 2, 3, and 4.

As per claim 17, due to partly similarity of this claim to that of claim 1, except for the limitation of referencing a component with a point device is taught by Cook as the technique for input, standard devices include pointing device, such as mouse or track ball (see col. 16, lines 31-34). Cook, however, does not disclose the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user.

Wiley discloses the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user as the technique of the Help Program (see abstract) includes a processor executes in sequence an operating system, a first application program, a

constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), destination program is identified by user choice. In example (b), (c), and (d) the destination program is identified by program developer's choice (see col. 4, lines 45-55).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to include Wiley's teaching of destination program is identified by user choice into that of Cook's invention. By doing so, the system would be enhanced by allowing user identify program, which likely to be referenced by the user, prior to make selection switch. Thus, the system would provide an intuitive tool to its end user.

As per claim 18, due to the similarity of this claim to that of claim 4, this claim is therefore rejected for the reasons applied to claim 4.

As per claim 19, the limitation of wherein first memory area is secondary storage is taught by Cook as the technique of the system further includes one or more servers 204 (see col. 15, lines 42-43) and a file server facility including file backup (see col. 18, line 15). This claim is therefore rejected for the reason as set forth above.

As per claim 20, due to the similarity of this claim to the combination of claims 1 (limitation b) and 3, this claim is therefore rejected for the reasons as set forth above.

6. Claims 11 and 12 are rejected under 35 U.S.C. 103(a) as being unpatentable over Cook et al. (USPN: 5,727,950) hereinafter Cook in view of Lannert et al. (USPN: 6,101,489) hereinafter Lannert and further in view of Wiley (USPN: 6,003,063).

As per claim 11, Cook discloses a help presentation data structure embodied in a computer-readable medium, said data structure operating in a computer system used for presenting help data for a computer software application, said data structure having a plurality of caches for storing information about the context-sensitive help data of the software application as the technique of student client system 201 includes memory 208, which is RAM type real memory or a virtual memory based on RAM type memory and a backing store (see col. 16, lines 3-6) for recently used software and instructional materials in order to shorten response time (see col. 19, lines 39-40) of storage devices such as hard drives can be preferably for pre-fetching or caching of read-only software components in order to reduce start up time (see col. 20, lines 64-67) of meta-response is advantageously context sensitive (see col. 28, lines 51-52) of computer-assisted instruction of student (see col. 1, lines 54-55). Cook also discloses help data identifiers corresponding to related components as the technique of wherein system data includes student identifiers (see col. 48, line 44) for student data divided into global data, materials related data, including tool related data, current lesson data, and log data (see col. 48, lines 38-40);

Cook, however, does not disclose the limitations of each cache having a plurality of data structure fields, the computer software application having one or more components, help data identifiers

corresponding to related components likely to be referenced and a plurality of data structure fields, each for storing a component help data attribute;

Lannert discloses the limitations of a plurality of data structure fields and a plurality of data structure fields, each for storing a component help data attribute as the technique of text fields are interface objects which can be manipulated (see col. 43, lines 3-4 and see Fig. 46) and have an algorithm or engine that reads all the significant cells of the spreadsheet and notifies the Intelligent Coaching Agent with the appropriate information (SourceItem ID, TargetID and Attribute)(see col. 83, lines 14-17).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to include Lannert's a plurality of data structure fields each of data structure fields for storing a coaching data attribute into that of Cook's plurality of caches invention. By doing so, the system would be enhanced by allowing user easy to identify or recognize help sessions based on help attribute.

Lannert, however, does not disclose the limitations of the computer software application having one or more components and help data identifiers corresponding to related components likely to be referenced.

Wiley discloses the limitations of the computer software application having one or more components and help data identifiers corresponding to related components likely to be referenced as the technique of the Help Program (see abstract) includes a processor executes in sequence an operating system, a first application program, a constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a

word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), **destination program is identified by user choice.** In example (b), (c), and (d) the destination program is identified by program developer's choice (see col. 4, lines 45-55).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to include Wiley's teaching of destination program is identified by user choice into that of Cook-Lannert combined invention. By doing so, the system would be enhanced by allowing user identify related program whether the destination program is user choice or developer choice prior to make selection switch. Thus, the system would provide an intuitive switching tool to its end user.

As per claim 12, Cook discloses the invention substantially as claimed above. Cook, however, does not disclose the limitation of component help data attribute includes a help data identifier and help data;

Lannert discloses the limitation of help data attribute includes a help data identifier and help data as the technique of an algorithm or engine that reads all the significant cells of the spreadsheet and notifies the Intelligent Coaching Agent with the appropriate information (SourceItem ID, TargetID and Attribute)(see col. 83, lines 14-17) and Coach Topics, Coach Items (see col. 24, lines 31-32).

It would have been obvious to one having ordinary skill in the art at the time the invention was made to include Lannert's coaching data attribute includes a coaching data identifier and coaching data into that of Cook's invention. By doing so, the system would be enhanced by allowing user easy to identify or recognize coaching sessions based on identified coaching attribute.

7. Applicant's arguments filed on Oct/17/2003 have been fully considered, but they are not persuasive.

On the last paragraph of page 9, Applicant argues that "As amended, the present application in claims 1, 7, 13, and 17 are characterized by the step of determining an advance of an interaction, a first likely to be referenced by the user. This additional limitation clearly distinguishes the present invention over the art applied by the Examiner". The Examiner, however, does not agree to this argument since newly prior art issued to Wiley discloses the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user as the technique of the **Help Program** (see abstract) includes a processor executes in sequence an operating system, a first application program, a constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), destination program is identified by user choice. In example (b), (c), and (d) the destination program is identified by program developer's choice (see col. 4, lines 45-55). Thus **the destination program is identified by the user choice would help user make determination what program is likely referenced by the system's user.**

On the third paragraph of page 10, Applicant argues that " For the reasons stated above, Cook et al. can not anticipate or render obvious the invention as set forth above in independent claims 1, 7, 13 and 17, nor does it anticipate or render obvious the invention of the independent claims as further

limited by the respective limitations of the claims which depend therefrom.” The Examiner, do agree that Cook can not anticipate on the further amended limitation of determining an advance of an interaction, a first likely to be referenced by the user. However, the newly prior art issued to Wiley discloses the limitation of determining, in advance of an interaction, a first program component likely to be referenced by the user as the technique of the **Help Program** (see abstract) includes a processor executes in sequence an operating system, a first application program, a constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), destination program is identified by user choice. In example (b), (c), and (d) the destination program is identified by program developer’s choice (see col. 4, lines 45-55). Thus **the destination program is identified by the user choice would help user make determination what program is likely referenced by the system’s user.**

On the first paragraph of page 11, Applicant argues that “ Lannert, as applied by the Examiner, does not support the obviousness rejection. The text reference by the Examiner, at column 43, simply shows that there are to be text fields that are objects which can be manipulated.”. The Examiner, do agree on this argument. However, on the next sentence of this paragraph, Applicant argues that “ This is in contrast with the data structure as set forth in claim 11, as amended, that includes a data structure field for storing help identifiers corresponding to related components likely to be referenced.”. The Examiner, does not agree to this argument since Wiley discloses help identifiers corresponding to related

components as the technique of the **Help Program** (see abstract) includes a processor executes in sequence an operating system, a first application program, a constructor, and a second application program (see col. 2, lines 33-35) for context switch is used in several situations. A few conventional examples include: (a) when an operating system offers the user the opportunity to select an application for execution, (b) when a spreadsheet program alternates between tabular and graphics display of numerical data, (c) when a word-processor alternates between document entry and use of a dictionary, (d) when a test program development tool alternates between test program syntax entry and text program dynamic debugging. In example (a), destination program is identified by user choice. In example (b), (c), and (d) the destination program is identified by program developer's choice (see col. 4, lines 45-55). Thus, by including Wiley's teaching of destination program is identified by user choice of context sensitive help switching into Lannert's teaching of drag-gable tools and text fields on interface objects (see col. 43, lines 1-4 and also see Figs. 43-46). The system would be enhanced by allowing user to identify the desirable program object before performing "drag and drop" into target structure field.

On the second paragraph of page 11, Applicant argues that "There is no hint or suggestion either reference alone or taken together of the invention as set forth in independent claim 11 and dependent claim 12 characterized by data structure field for storing help data identifiers corresponding to related components likely to be referenced." The Examiner, however, does not agree to this argument since by combining newly prior art issued to Wiley teaching of destination program is identified by user choice of context sensitive help switching into Lannert's teaching of drag-gable tools and text fields on interface objects (see col. 43, lines 1-4 and also see Figs. 43-46). The system would be enhanced by allowing user to identify the desirable program object before performing "drag and drop" into target data field structure. Thus, the system would provide an intuitive tool to its end user.

*Conclusion*

8. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Applicant is required under 37 C.F.R. 1.111(c) to consider these references fully when responding to this action. The documents cited therein teach a method which capable of coaching, teaching, and providing assistant or help to an end user on Web environment.

9. Accordingly, **THIS ACTION IS MADE FINAL**. A shortened statutory period for response to this action is set to expire THREE MONTHS, ZERO DAYS from the date of this action. Failure to respond within the period for response will cause the application to be abandoned.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to CUONG T THAI whose telephone number is (703) 308-7234. The examiner can normally be reached on 8:00 am - 4:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Cabeca, can be reached at (703) 308-3116.

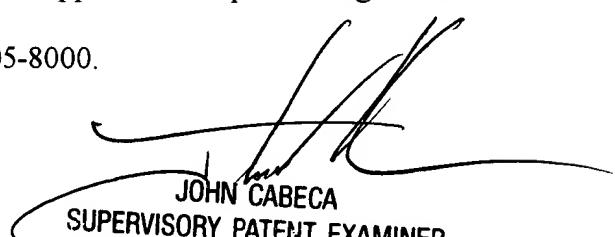
The fax numbers for the organization where this application or proceeding is assigned are as follows:

(703) 746-7238 (After Final Communication)

(703) 872-9306 (Official Communication)

(703) 746-7240 (For status inquiries, Draft Communication).

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-8000.



JOHN CABECA  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2100

CUONG T. THAI

Patent Examiner

Art Unit 2173

January 02, 2004